

## Norfolk Swift Response

Norfolk Swift Response provides a 24-hour, 365 day a year service which offers help, support and reassurance if a person has an urgent, unexpected need at home but doesn't need one of the Emergency Services.

For example, if a person falls and needs help but does not need an ambulance or unexpectedly needs assistance with personal care.

The service is a free for people living in Norfolk and aged 18 or over. You do not have to be eligible for social care funding to use it.

**Call: 0344 800 8020 (Option 1 followed by Option 1)**

## **Swift Response can help in lots of ways:**

If something unexpected happens to you or the person you care for, and whilst you don't need the emergency services, you still need urgent help at home, this 24-hour service provides help, support and reassurance.

Who should you call if something unexpected happens, but you do not need an emergency response? Imagine you or your carer becomes unwell or has a minor fall. If you need support at home – perhaps with care until your carer returns or until you are well again, you can call the Swift Service. We provide a 24-hour service for help, support and reassurance.

For example, if your partner or carer is suddenly admitted to hospital, the Swift Response team can assist you with getting up, washing and dressing. Or if you have a fall but are not seriously injured, the team can bring special lifting equipment to help make moving as safe as possible for you. This 24-hour service provides help, support and reassurance.

With your consent, we can make referrals to other professionals, to ensure that you have any ongoing support that you need.